

Product Number: 4201.06.15**HUMAN RESOURCE ENTERPRISE – HREVENTURE**

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The Human Resource Enterprise (HRE) HREventure module is a system for tracking all training. It has a web component where an employee can log into and sign up for training courses. A manager can also login and approve the training course the employee selected.

The hours of support required for HREventure are listed below.

Application	Support Hours	Days of Week
HREventure	Business Hours	Monday - Friday

Product Features and Descriptions

Feature	Description
Administrative Modules	A set of modules that allow administrators to create and edit courses, classes, segments, etc. Access is based on roles.
Public/Employee Modules	A set of modules and web pages that allow end users to view open classes, apply for them, and review classes for which they applied.

Features Not Included

Feature	Explanation
All items not included in the design	Functionality that is not included in the design of the HR system or explicitly required and agreed upon as an enhancement is not included

Rates and Billing

State of Utah

Product Description

Feature	Description	Base Rate
Rates for Support	The update and maintenance of this system will be at the DTS approved rate for application development support.	See DTS Approved Rate unless specified in a separate SBA.
Hosting Services	The Department of Technology Services (DTS), Hosting Services product involves the management of servers, storage, and backup/restore services for executive branch agencies within the State.	See Current Hosting Product Description

Ordering and Provisioning

Application enhancement and updates may be requested by contacting the DHRM DTS IT support group in person, by email, or by telephone. An initial discussion of scope will be conducted, appropriate resources identified and reviewed and a project initiated upon approval by DHRM

DTS Responsibilities

DTS is responsible for:

1. Utilizing DTS methodologies for developing the business case for changes to the application
2. Being able to customize the deliverable as requested by the customer
3. Maintaining the system per the request of the user within the hourly rate
4. Managing the project for making enhancements
5. Nightly backups
6. Restores as necessary
7. Server administration and management where the system resides
8. Internet and network connectivity as needed

Agency Responsibilities

The Agency is responsible for:

1. Providing direction and guidance for the scope of maintaining the system
2. Following change processes if the scope of the project changes
3. Providing access to needed business resources for information gathering
4. Training users of the system and creating and maintaining all application functionality documentation of the system

DTS Service Levels and Metrics

State of Utah

Product Description

In an effort to improve service to our customer agencies, DTS will measure and report on the following enterprise metric goals:

- Application Availability
- Resolution Time
- Initial Response
- First Contact Resolution
- Customer Satisfaction Surveys

Application Availability:

Application availability measures DTS' efforts to ensure agency key business applications meet the percent of availability goals identified in the agency Service Level Agreements (SLA). DTS will determine application availability based upon the collective measurement of the configuration items (both hardware and software) which are determinant to supporting the agency business services applications. These metrics will be reported each month by agency with a cumulative report showing DTS' efforts over several months and posted to the DTS Metrics web page at <http://dts.utah.gov/metrics/index.php>.

Metric Description	Target
Human Resource Enterprise – Utah Training Connections	This system will be available 24 X 7 365. DTS will provide support during DHRM regular business hours

Resolution Time:

Resolution time measure DTS' efforts to resolve customer incidents within the time lines set below based upon urgent, high, medium and low priorities. These metrics will be reported each month, by agency, with a cumulative report showing DTS' efforts over several months. These reports will then be posted on the DTS Metrics web page at: <http://dts.utah.gov/metrics/index.php>.

Total Time to Resolution	Target: Percent of Tickets Meeting Priority Timelines
Low priority - 6 Business hours	90%
Medium priority - 4 Business hours	90%
High priority – 3 Clock hours	90%
Critical priority - 3 Clock hours	90%

Initial Response:

Initial response measure DTS' efforts to respond to customer incidents within the timelines set below based upon urgent, high, medium and low priorities. These metrics will be reported each month by agency with a cumulative report showing DTS' efforts over several months. These reports will then be posted on the DTS Metrics web page at: <http://dts.utah.gov/metrics/index.php>.

Time to Initial Response	Target: Percent of Tickets Meeting Priority Timelines
Low priority – 1 Business hour	85%
Medium priority – 1 Business hour	85%

State of Utah

Product Description

High priority – 1 Clock hour	90%
Critical priority – 30 Clock minutes	95%

First Contact Resolution:

First contact resolution measures DTS' efforts to resolve customer incidents on initial contact with either our help desk or a technical specialist. These metrics will be reported each month, by agency, with a cumulative report showing DTS' efforts over several months. These reports will then be posted on the DTS Metrics web page at <http://dts.utah.gov/metrics/index.php>.

Metric Description	Target
First Contact Resolution	65% of all incidents reported resolved on initial contact

Customer Satisfaction Surveys and Reporting:

All users/customers whose technical incidents are resolved by DTS staff will be given the opportunity to respond to an on-line survey regarding their level of satisfaction with the support received from DTS. Responding to the survey is voluntary.

The chart below identifies DTS enterprise goals for customer satisfaction. Cumulative monthly reports will be created displaying the customer's level of satisfaction with DTS support. These reports will then be posted on the DTS Metrics web page at <http://dts.utah.gov/metrics/index.php>.

Customer Satisfaction Target

Metric Description	Target
Average level of satisfaction with resolution efforts	≥ 4.5 on a scale of 0 - 5
Percentage of respondents expressing satisfaction (vs. dissatisfaction)	93% of respondents satisfied